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Universal Orlando Resort™ Team Member Newsletter

September 4 - 17, 2017

INSIDE THIS ISSUE

Details on **HHN Team Member Preview**

CommUnity Outreach Workplace Giving Starts September 8

Summer Service Showdown Champions Named

September is **Healthy Aging Month**

Halloween Horror Nights™ 2017 is almost here and we're starting to get scared! Team Members shared their "faces of fear" with us in our **"Show Us Your Fear Face"** contest and these twenty faces spooked us the most - congratulations to the winners!

Are you ready to face Halloween Horror Nights this year?

Turn to page 2, if you dare, for all the details on the Exclusive Team Member Preview and how you can share the scares with your friends and family this year.

PRODUCED BY UNIVERSAL ORLANDO RESORT™ TEAM MEMBER COMMUNICATIONS

Get Ready for HHN!

PREVIEW TIPS

Food & Beverage

Team Members will receive a 25% discount on all food and non-alcoholic beverages during the event. Team Members 21+ with a valid photo ID can purchase 20 oz. Domestic beers at $4 plus tax and 20 oz. Import/Craft beer & specialty mixed drinks at $5 plus tax.

The following Food & Beverage locations will be open during Team Member Preview:

Restaurants

- Louie's Italian Restaurant™
- Mel's Drive-In™
- Fast Food Boulevard
- Universal Studios Classic Monster's Cafe™

Bars

- Bar Tents throughout the park
- Moe's Tavern
- Duffs Brewery
- Finnegan's Bar & Grill™
- Chez Alcatraz

Select food carts and vendors will also be available throughout the event.

Try NEW HHN menu items at Team Member Grills before preview! Check out the grill menu on UOTeam.com for details.

Merchandise

Halloween Horror Nights™ Tribute Store

The popular Halloween Horror Nights ™ Tribute Store returns this year! Team Members and Annual Passholders will have early access to the store on Wednesday, September 13, starting at 9:00am. Team Members can take advantage of their merchandise discount by presenting their UO ID.

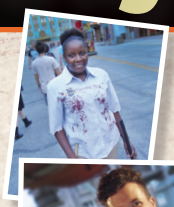
The Halloween Horror Nights™ Tribute Store will also be open during the Team Member Advance Screaming later that night. Be sure to stop by and check out this year's scary good assortment!

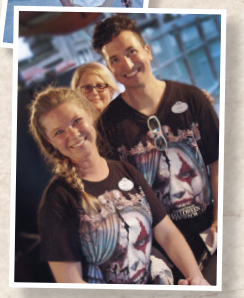
Exclusive HHN Team Member Tee Now Available at U-Stop!

The Halloween Horror Nights™ "Scream Member" T-Shirt is now available for purchase at U-Stop for $14.99+tax! Stop by and pick up your tee today (while supplies last).

Find Your Way

A Halloween Horror Nights™ Exclusive Team Member Preview map will be available for **download on UOTeam.com beginning Tuesday, September 12.** Be sure to print your copy to help plan your night!





Be the FIRST to Scream at the Exclusive Team Member Preview!

The core intent of the Team Member Preview of Halloween Horror Nights™ has always been to assist our Entertainment and Operations teams in testing the mazes, scare zones, and show elements before the event opens to the public. **To help ensure an unforgettable experience for our guests, this year's Team Member Preview will return to its roots as a technical rehearsal exclusively reserved for destination Team Members (UO Team Members, Loews On-Site Hotel Team Members with UO IDs, and select third party team members).**

Team Members will get to see all aspects of the Nation's Best Halloween Event before anyone else! Please note that this event is considered a technical rehearsal for those who are part of the event, which allows us to adjust special effects and show elements to ensure the ultimate blockbuster entertainment experience for our guests.

Team Member Preview
Wednesday, September 13
7:00pm - 1:00am
Universal Studios Florida™

ALL TEAM MEMBERS MUST ENTER THROUGH USF'S MAIN ENTRANCE

For parking, please use the Toll Booths and park in regular guest parking. CityWalk Team Member Parking and the CityWalk Team Member Gate arm will be closed.

Invite a Guest to One (1) of Seven Event Nights!

For the first time ever, UO Team Members will be able to bring a guest to a Halloween Horror Nights™ event night for free! Team Members will have the option to convert one (1) of their quarterly comp passes to a Halloween Horror Nights™ ticket, valid on one (1) of the following seven nights:

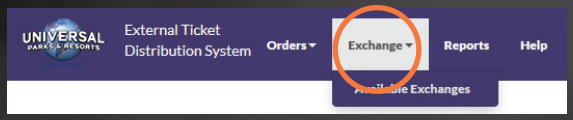
Sunday, September 17 ▪ Thursday, September 21 ▪ Sunday, September 24 ▪ Wednesday, October 4
Monday, October 30 ▪ Friday, November 3 ▪ Saturday, November 4

This change no longer limits the fun to a single date - it gives you and your guest greater flexibility to enjoy the event on your schedule. If you don't use the ticket, it goes back in your regular quarterly comp pass bank – and as always, Team Members will be able to purchase discounted tickets for up to six guests over the course of the event.

Getting Your HHN Ticket Ready for Placing an Order: How to Exchange

After logging into the **Team Member Comp Pass System**, follow these directions and you'll be on your way:

1. Select "Available Exchanges" from the "Exchange" drop-down menu.



2. Review the HHN Exchange notes and select "Exchange Details"
3. Decide which allotment to pull from, then select "Perform Exchange."
   The system will let you know that a new ticket is in your account and available for placing orders. Place a new order by selecting "Create Order" from the "Order" drop-down menu.
4. When placing your order, you can select the exact event night you want. Complete your order as you normally do!

The Team Member Comp Pass System is accessible through ESS on **UOTeam.com**. For detailed instructions on how to place orders, visit **UOTeam.com/comppass.**

Note: The HHN Complimentary Guest Ticket offer is not available to third party, concessionaires, or Loews Hotels team members.

Team Member Discounted HHN Tickets As always, Team Members can enjoy Halloween Horror Nights™ for free on any event night with their UO ID - but if you want to share the scares beyond your guest ticket this year, there are several options to help your friends and family enjoy a discount. You can save up to $56 when you attend Halloween Horror Nights™ during the first three weeks. Visit **UOTeam.com/savings** and check out the discount details under **'Featured Offers.'**

How to Purchase Discounted Tickets Team Members may purchase up to a total of **6 (six)** discounted Halloween Horror Nights tickets™ during this year's event, including Frequent Fear products. Supplies may be limited. **Team Member discounted tickets are only available for purchase at front gate ticket windows.** Be sure to bring your valid UO ID.

In the Spotlight

Reminder: CommUnity Outreach Campaign Begins September 8

ANNUAL WORKPLACE GIVING CAMPAIGN
COMMUNITY OUTREACH
UNIVERSAL ORLANDO RESORT™

Sign Up Online From Any On-Property Computer!

Universal Orlando Team Members have been making it happen in our community year after year, so don't miss your opportunity to take part in the impact this year! Team Members may sign up online at **http://myUO** (accessible from any on-property computer, including Team Member Communication Station computers located at Team Member Services, Wardrobe, IOAsis, Break-Away Café, and Exchange Drive). Pledge forms also available at Team Member Services in B-111, or for download on **UOTeam.com/workplacegiving.**

ALREADY PARTICIPATING? YOUR PLEDGE DOES NOT AUTOMATICALLY RENEW FOR THE 2018 CAMPAIGN

If you are already donating through weekly payroll deductions, your pledge will NOT automatically renew this year and you will need to complete a new pledge.

In addition to the knowledge that a pledge is helping to transform lives, to show appreciation for your actions, eligible Team Members may receive the following at certain giving levels. Pledge:

$5 per week or donate $260 as a lump sum donation to receive two (2) one-day, one-park passes to Universal's Volcano Bay™.

$10 per week x 52 weeks or donate $520 as a lump sum donation to receive one (1) Universal Orlando 2-Park Preferred Annual Pass.

$15 per week x 52 weeks or donate $780 as a lump sum donation to receive two (2) Universal Orlando 2-Park Power Annual Passes.

$20 per week x 52 weeks or donate $1,040 as a lump sum donation to receive two (2) Universal Orlando 2-Park Preferred Annual Passes.

All passes are provided by Universal Orlando and will be distributed to eligible participants via the Team Member Comp Pass System and will be available for redemption beginning December 15, 2017. As a reminder to those participating in the current campaign, annual passes not redeemed by December 10, 2017 will be voided.

For further details, ask your Supervisor or CommUnity Outreach Coordinator, or contact: Community Relations at 407-224-6566.

Attend the Kick-Off This Friday!

This Year's Campaign Begins This Friday, September 8; Join In for Games, Food, and Prizes!

Learn more about the campaign and meet numerous local non-profit organizations who have received a grant from the UO Foundation in the past.

CommUnity Outreach Workplace Giving Campaign Kick-Off Event

Friday, September 8 ▪ 11:00am - 2:00pm ▪ Soundstage 33

Universal Orlando Foundation Year of Impact

25,000+ Children and Their Family Members Given Access to the Arts

149 Team Members in Need Provided Assistance

161 Grants Awarded to Local Organizations

1907 Backpacks Provided to Local Students

1,010 Campers with Illnesses or Disabilities Smiled

6 Local Counties Served

129,540 Meals Delivered Through Bites, Camera, Action

14 Wishes for Local Children Granted

$1.63 Million in Grants Provided to the Local Community

479 Foster Children Assisted with Education and Basic Needs

FUN TIMES AHEAD

Get Ready to Rock the Universe!

Rock the Universe returns on Friday, September 8 and Saturday, September 9! Be sure to "Know Your Stuff" and be prepared to answer our guests' questions:

- Pick up a copy of the special Rock the Universe Team Member Reference Guide and carry it with you.
- Visit **uKNOW** on **myUO** from any on-property computer and select 'Events' to view all of the details on this year's event.

Did you Know?

UO Team Members get in FREE to Rock the Universe with a valid UO ID! Team Member Comp Passes are not valid for the event; however, discounted tickets are available for purchase at our front gate for guests of Team Members. (Must present UO ID. Does not apply to third party team members.)

Rock the Universe
September 8 & 9
4:00pm - 1:00am
Universal Studios Florida™

Kick Off the Football Season at NBC Sports Grill & Brew™

Visit the NBC Sports Grill & Brew on Thursday, September 7 to watch the NFL season kick-off on NBC. They'll be showing the season kick-off, live, on the HD outdoor big screen.

Experience fun entertainment, giveaways, and more. Plus, check out the authentic Kansas City Chiefs and New England Patriots NFL helmet display. All the excitement kicks off Thursday night!

Plus, **every Sunday night at 8:30pm** stop by to watch the 2017 NFL season on NBC. Sunday games will be airing on nearly 100 HD screens and viewing areas for guests and groups will be available inside the restaurant.

NBC Sports GRILL & BREW

Making an Impact

READY TO LEARN

Our On-Property Universal Education Center Provides Students an Option

Are you ready to unlock your full potential?

Are you a high school student 16 years of age or older? We want you to reach your goals and help guide you to success. Come be a part of our school-work program located on-site in T-64!

The **Universal Education Center (UEC)** is a 23-year partnership between Orange County Public Schools (OCPS) and Universal Orlando which provides an alternative to the traditional high school for students who require a different approach.

We offer:

- A daily schedule that is divided between academic and work at UO.
- Classes in a smaller learning environment with individualized academic instruction.
- Work schedules are (minimum 15 hours a week) Monday through Friday at UO.
- Workforce readiness skills and practical work experience.
- A school-community-business connection with UO.
- UO mentors for our students.
- OCPS bus transportation will be provided.

Also, if you know of a 15-year-old student who would benefit from this life-changing opportunity, please contact us about getting on the VIP list for the next school year. Space is limited so please contact us today!

For more information:
Call (407) 318-3150 / ext. 6382231 or 6382234. Email:
SchooltoWork@ocps.net

Orange County Public Schools

A "Pawsitive Tail" from Canine Companions for Independence Graduation

CANINE COMPANIONS FOR INDEPENDENCE®

Quarterly Canine Companions for Independence graduation ceremonies represent the culmination of hard work, love, and dedication of hundreds of people, including puppy raisers, instructors, volunteers, and Canine Companions staff members and graduates. **Cathy Fischer,** Senior Vice President of Global Merchandise for Universal Parks & Resorts™, and her husband Marty have been volunteer puppy raisers for the organization for 12 years and are currently raising their eighth puppy, Brimley.

During the most recent graduation ceremony in August, their seventh puppy, Lucia, graduated as a facility dog and will be working at the Children's Center of the Cumberlands in Tennessee. "We are so fortunate to be a small part of what Canine Companions does for others," says Cathy who also serves on the board of directors for the Southeast Region of Canine Companions. "We are extremely proud of Lucia and cannot wait to see the impact that she will have on so many children and I am sure we will have some wonderful stories to share!"

Since 1975, Canine Companions for Independence has been enhancing the lives of people with disabilities by training and placing more than 5,500 assistance dogs with program graduates, including 227 dogs with wounded military veterans and more than 1,300 dogs with children. The Southeast Region of Canine Companions is located in Orlando, Florida and has been making a difference in the lives of people with disabilities since 1989. The Southeast Region Training Center, an 8-acre campus, serves the states of Florida, Georgia, Tennessee, North Carolina, South Carolina, Mississippi, Alabama, and Louisiana.

For more information about Canine Companions please visit **www.cci.org/** or call **1-800-572-BARK**

In the Volunteer Spotlight: Maureen Tabaczka

Hometown: Orlando, Florida

Role at UO: Partnership Marketing Coordinator

Years with UO: 8 ½ years

Volunteer Organizations: I like getting exposure to different organizations, so I volunteer with the Orlando Repertory Theatre, A Gift for Teaching, and Second Harvest Food Bank. I've been a member of Club 52 for six years. This past year (2016), I achieved Club 52 Elite status by volunteering 107 hours.

What is your favorite part about volunteering?
My first time volunteering as a UO Team Member was for the Orlando Repertory Theatre, over 8 years ago. I remember being so excited that an opportunity existed for me to be involved with Universal Orlando Resort, beyond my job title. I enjoy meeting other Team Members when I sign up for volunteer shifts on the Volunteer Calendar.

Comcast NBCUniversal Supports Hurricane Harvey Relief Efforts

To help support those impacted by the disaster, Comcast NBCUniversal is committed to providing well over a million dollars in support to Houston-area relief efforts, including cash and in-kind contributions.

The one million commitment includes a cash contribution of $500,000 that will be shared between Houston Mayor Sylvester Turner's Hurricane Harvey Relief Fund and the American Red Cross. Additionally, the company will donate advertising time on our cable systems to these organizations to run public service announcements to help educate concerned citizens about how they can assist with flood relief efforts. Plus, Comcast opened 53,000 Xfinity WiFi hotspots around the Houston area to help residents and emergency workers, whether they are an Xfinity customer or not, to connect during Hurricane Harvey.

COMCAST NBCUNIVERSAL

Visit **UOTeam.com** to learn more about the company's efforts and the best way you can help support.

The Winners of *The Universal Way* Summer Showdown!

The final scores are in! The Summer Showdown saw fierce competition this year to the very end.

The Team Champions in Each Category are:

Parks & CityWalk: The Wizarding World of Hary Potter™ Diagon Alley™

Back-of-House: IOAsis Team Member Grill

Universal's Volcano Bay™: River Village & Premium Services

The winning teams are gearing up to attend a celebration party at Universal's Volcano Bay™! Congratulations to all three teams!

More MVP Winners Announced!

Congratulations to the following teams for being selected as a Summer Service Showdown MVP!

Group Sales from the USF Pass Sales

Celebrated in recognition of Carol Johnson and Lorna McKenzie receiving an awesome positive guest comment

Fear Factor Live

Selected for their outstanding "behind the scenes" service to our guests for each show!

Plus, More Team Members Won Big with 'Going Out of Your Way!'

Check out some of the most recent winners below and how they went out of their way.

Matt Morley
Consumer Insights
$100 Amex Gift Check

"Giving recommendations to an Annual Passholder who needed new ideas for experiences!"

Dominic Albanese
Volcano Bay Aquatics
iPad Mini

"Having fun while loading guests. Welcoming each guest back at exit. Asking every boat how their ride was and sharing in their excitement!"

Gerardo Nunez Nino
Merchandise
$100 Amex Gift Check

"Greeting each Team Member coming in and personalizing each interaction. Asking your guests how they are and thanking them as they leave."

Albin Pettersson
Parking & Transportation
iPad Mini

"Dancing with the guests as they disembarked the yacht dock."

Rachel Bodner
Attractions Operations
40" Smart TV

"Sharing your extensive knowledge of Seuss with our super fans guests!"

Luis Quezada Portocarrero
Entrance Operations
40" Smart TV

"Taking the time to engage each Guest coming into the park and making their experience special."

Karen Antor
Park Services
iPad Mini

"Proactively helping guests with your map. Engaging guests while tasking!"

Drew Wong
Volcano Bay Entrance Operations
iPad Mini

"You went out of your way to make every guest feel special as they came in and left Volcano Bay!"

Lenniel Aponte
Volcano Bay Foods
40" Smart TV

"Assisting guests above and beyond answering questions. Guests left with smiles on their faces."

Katelyn Samples
Attractions Operations
40" Smart TV

"Ensuring a height situation was rectified promptly and professionally. Great job!"

Who will be the 'Going Out of Your Way' Grand Prize Winners?

They'll be announced soon - so stay tuned!

Around Our Universe

LATEST BUZZ

Events for Our Diverse Universe

UOWN - A Life of Strength with Laurin Conlin
Thursday, September 7
Blue Man Group VIP / 12:00pm - 1:00pm

Learn from our partner Women's Network at LoCoFit, Laurin Conlin, on creating a healthy lifestyle, increasing strength, and different fitness strategies like diet and weight training to help achieve lasting life changes.*

To register, visit **UOTeam.com/Diversity**

*Sign Language Service available upon request via registration system. Please note ASL Interpreters are subject to availability.

UO Veterans Network - U.S. Air Force Birthday Celebration
Monday, September 18
FLAG RAISING
8:30am - 9:00am
B-110 Entrance
CAKE CUTTING CEREMONY
12:00pm - 12:30pm
Backlot Bistro

UO's Veterans Network is celebrating the U.S. Air Force birthday and invites you to join them in honoring this branch of the U.S. Military with a special flag raising ceremony and cake cutting! No registration required.

Become a participant in Our Diverse Universe - visit the **Diversity & Inclusion site** on **myUO** and sign up to receive information and special updates!

Starbucks Opening Early on HHN Event Nights

For the convenience of Team Members starting early or leaving late during Halloween Horror Nights™ the Starbucks in Universal Studios Florida™ will open at 6:30am on all event nights.

As a reminder, UO Team Members receive a **25% discount** with a valid UO ID.

It's National Payroll Week September 4-8

The Payroll Team: (l to r front) **Gladys Sepulveda, Eric Farrar, Dawn Baker, Shana Bourcier, Niki Martinez-Pichardo, Heather Beckner** (l to r rear) **Debby Smith, Stacie Berry, Celia Ramos, Michael Schroeder**

National Payroll Week is a weeklong celebration of payroll professionals and the employees they pay. Each year, companies across the country spend this week celebrating and recognizing Payroll Departments (and their supporting partners) who, week after week, ensure the pay for millions of employees across America!

As Universal Orlando continues to grow, so has the Payroll team by welcoming two new members this year. UO's Payroll team is a diverse group of highly skilled professionals who have a combined 84 years of experience in payroll processing! The current staff consists not only of individuals who are new to UO, but also individuals who transferred to the department after being with UO for up to 20 years. All bring a fresh perspective to the team and share their insight to enhance current practices in place.

Universal Orlando joins in the salute to our payroll professionals and thanks them for their continued commitment to ensuring proper pay.

2017 FUN FACTS

3642 Off cycle checks processed ▪ **4627** Adjustments processed (7865 lines) ▪ **8846** Direct deposits keyed
9825 W-4s keyed ▪ **2569** Retro Payments processed

The Payroll Department is here to answer your Paycheck-related questions **Monday through Thursday, 8:00am to 5:00pm, and Fridays 7:30am to 5:00pm.** Contact them at **407-363-8640** or via e-mail at **PayrollDept@universalorlando.com.**

September is Healthy Aging Month

UNIVERSAL ORLANDO RESORT healthy aging expo

Healthy Aging Expo
Wednesday, September 20
7:00am - 4:00pm / Wardrobe Hallway

Did you know September is Healthy Aging month? If you are a senior or a caregiver of a senior, it's important to understand the positive aspects of growing older and how to take personal responsibility for your health. The Get Healthy! Team Member Wellness Program is proud to offer the following FREE events.

Stop by for FREE bone density and blood pressure screenings and visit with the following vendors:

- Orange County Consumer Fraud Unit
- Seniors vs. Crime
- United Way – information on community resources
- Digestive & Liver Center of Florida
- Senior BlueBook – a resource for senior services
- Volunteers for Community Impact
- Orange County Sheriff's Office – tips to remain safe and aware
- Orlando Health – Center for Aging & Memory Disorder Clinic
- and more!

Plus, don't miss your opportunity to stretch and relax with Seated Chair Yoga and learn more about being 50 and beyond with a special information session. Please note that the below events require registration. **Please visit UOTeam.com and select the 'September is Healthy Aging Month…' announcement to register.**

UNIVERSAL ORLANDO RESORT getHealthy!

Seated Chair Yoga
Wednesday, September 20
12:00pm - 1:00pm
Wardrobe Rehearsal Hall

Age is Just a Number: 50 & Beyond
with a Special Guest Speaker
Tuesday, September 26
12:00pm - 1:00pm
B-112 (Training Rooms 2 & 3)

Mark Your Calendar: 401(k) Day is Coming

Plan for your future with **Universal Orlando's 401(k) Day on Friday, September 22 in the Wardobe Hallway!** Join the Benefits team to learn more about the program, visit with the 401(k) Kid, and play a game to enter a prize drawing! Plus, an Ayco representative will be available to offer information about their free, confidential counseling and digital tools to help you grow your finances. Ayco can help you:

Retire your way ▪ Manage your investments ▪ Make your money work for you
Plan for life ▪ Maximize your Universal Orlando benefits ▪ and more!

Perks & Play

UOTMS
Universal Orlando Resort™ Team Member Services

APPRECIATION

Your Park After Dark - TRANSFORMERS™: The Ride-3D

Your Park After Dark is back! This exclusive event provides Team Members exclusive access to an attraction after park hours with food, drinks, and fun!

Your Park After Dark - TRANSFORMERS™: The Ride-3D
Wednesday, September 6
10:00pm - 11:30pm
USF- Production Central

Enjoy a FREE Viewing of *The Shining*

Step back in time with this classic film and experience the tide of terror that swept America! Come see what all the scares were about! **Registration begins at noon on Monday, September 18 at UOTeam.com.**

***The Shining* - FREE Viewing**
Thursday, September 21
7:00pm / CityWalk AMC Universal Cineplex
Current UO Team Members only, plus one guest

ACTIVITIES

Registration is required for all Activities - sign up in the Team Member Services Room in B-111.

Wooden Monogram Painting

Driftwood Market is hosting a Wooden Monogram Painting Class on property! It's perfect for decorating your home or a personalized gift. Choose from 12 different styles and letter designs.

Wooden Monogram Painting
Thursday, September 14
6:00pm
B111 Training Rooms
$25 per Team Member

The Escape Game

Wednesday, September 20
6:30pm
International Drive
$20 per Team Member / 1 guest allowed

The Escape Game

Solve a series of puzzles using clues, hints and strategy to escape the room! Grab your coworkers and friends to join the fun.

Paintball Night

Your Paintball Night admission includes: 100 paintballs, top-of-the-line semi-auto gun, safety mask, all-day-air, admission to all indoor/outdoor fields, and a FREE slice of pizza!

Paintball Night
Monday, September 25
7:00pm
Orlando Paintball
$10 per Team Member / guest welcome

SPORTS LEAGUES

***Registration is required for all Sports Leagues - visit* UOTeam.com/sportsleagues *to sign up now!* Captain Packets and payments due by Sept 8. Individual players welcome.**

Bowling League

Thursday Nights
September 21 – November 9
$20 per team (6 player minimum)

Basketball League

Sunday Nights
October 1 – December 10
$290 per team (10 player minimum)

Flag Football League

Wednesday Nights or Saturday Nights
October 4 - January 3 /
October 7 - January 6
$350 per team (12 player minimum)

UNIVERSAL ORLANDO RESORT BOWLING League TEAM MEMBER SERVICES
UNIVERSAL ORLANDO RESORT BASKETBALL League TEAM MEMBER SERVICES
UNIVERSAL ORLANDO RESORT FLAG FOOTBALL League TEAM MEMBER SERVICES

Score One for the Teams!

QUICK CUTS

Share Your Celebrations

- Congratulations to **Sarah Johnson** from Guest Services and Andrew Lietzenmayer on their recent engagement.
- Congratulations to **Rosalind Alifonso** from Attractions Operations and **Stephen Schmidt** from Universal Creative - the couple wed on August 12.
- Congratulations to **Paulette Prince** from Marekting & Sales and Henry Prince – the couple will wed on September 5.
- Congratulations to **Michele Ebert** from Wardrobe and Jeff Ebert – the couple will celebrate their 30th wedding anniversary on September 11.
- Congratulations to **Oakely Hammond** from Attractions Operations and Preston Gray – the couple will wed on September 13.

Are you celebrating a recent wedding anniversary, marriage, birth or adoption? Tell us about it and we'll feature it in an upcoming issue of ***UO News!*** Simply visit **UOTeam.com/celebrations** and fill out the easy-to-use form with your information.

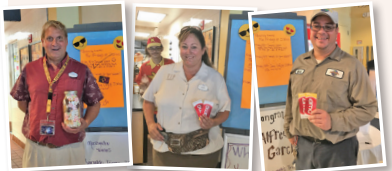
It's a Football Frenzy at the IOAsis!

All summer long, the IOAsis team has been hosting fun and games. From a new board game selection to prize drawings to jokes to marshmallow counting and more - Team Members have been sharing the fun!

Now, the IOAsis team is getting ready to kick off the football season in a big way with a "Football Frenzy." You're invited to stop by and:

- enjoy a grilled hot dog, ice cold soda, chips, and a cookie for only $2 (cash only)
- wear your favorite team hat or shirt and be entered into a big prize drawing
- play games and more!

IOAsis Football Frenzy
Friday, September 8
10:30am - 3:00pm
IOAsis Team Member Grill



A few of this summer's IOAsis Fun 'n Games winners claim their prizes!

Enjoying Your Stay

Red Carpet Rates

What are Red Carpet Rates?

On-site Hotels at Universal Orlando™ offer eligible Team Members the following discounted hotel rates:

- **Universal's Cabana Bay Beach Resort** - $50 (plus tax) all room types
- **Loews Sapphire Falls Resort** - $50 (plus tax) standard room
- **Loews Royal Pacific Resort** - $75 (plus tax) standard room
- **Hard Rock Hotel** - $75 (plus tax) standard room / $100 (plus tax) deluxe room
- **Loews Portofino Bay Hotel** - $75 (plus tax) standard room / $100 (plus tax) deluxe room

What do I need to know about making a reservation?

- Reservations are made based upon room rate and availability and cannot be made more than 90 days prior to arrival.
- Blockout dates apply, and Saturday night stays are very limited.
- 5-day cancellation policy (one night rate plus tax) applies.
- At least one person staying in the room must be at least 21 years of age.
- You will be responsible for paying the regular price for parking for any vehicles in the hotel parking facilities each night of your stay.

How do I make a reservation?

It's easy to make a Red Carpet Rate Reservation - just visit **UOTeam.com/savings** and select the **'Red Carpet Rate'** button. When making your reservation, a credit card must be supplied in order to secure the reservation. **Upon credit card approval, you will be provided with a reservation confirmation number.** A one-night room rate deposit will be charged. If you are staying two or more nights, the balance will be paid at the hotel upon arrival. DISCOUNT OFFER IS SUBJECT TO AVAILABILITY.

Welcome to the Team Member
Red Carpet Booking Page
Eligibility and Guidelines for Discount Hotel Stays at our On-Site Resorts
Please carefully review the information below before proceeding to the reservation link at the bottom of the page

What's required after I complete my reservation prior to checking in?

After making your Red Carpet Rate reservation, you MUST pick up an Employment Verification Document and sign a Team Member Acknowledgement Letter. You'll need to stop by Team Member Services (UOTMS) in B-111 during operating hours, **1-7 days before check-in** with your reservation confirmation number. Upon check-in, the front desk clerk will ask for the Employment Verification Document and your Team Member Acknowledgement Letter. If these documents are not supplied, the reservation will be converted to the current rate.

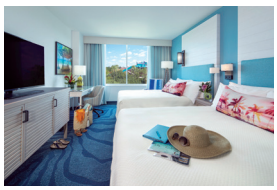
Not staying at the hotel yourself? Choose Friends and Family Rates!

For Team Members not staying at the hotel, they may book up to two rooms at one time for their friends and family at rates up to 45% off seasonal rates. The Team Member must be present at the time of check-in to show a valid Universal Orlando Team Member ID. The Team Member does not need to be the registered guest and an Employment Verification Document is not needed for check-in. To be eligible for Friends and Family Rates, Team Members **must have 90 days of employment at Universal Orlando Resort™ and be employed at time of check-in.**

Red Carpet Rate Eligibility

Eligible Universal Orlando™ Team Members may only book one (1) room for themselves on a Red Carpet Rate and must stay in the room. Team Members may book three Red Carpet Stays per quarter, with each stay for a maximum of 7 days. To be eligible for Red Carpet Rates, Team Members must:

- *be Regular (full-time) or Casual (part-time) to take advantage of these special rates. This program is not available to Seasonal Team Members or third party team members.*
- *have 90 days of employment Universal Orlando™ and be actively employed at the time of check in.*
- *pick up an Employment Verification Document and complete a Team Member Acknowledgement Letter at Team Member Services in B-111 after making your reservation.*
- *present your valid Universal Orlando™ Team Member ID, the Employment Verification Document, and signed Team Member Acknowledgement Letter at check-in.*
- *be the registered guest and stay at the hotel for the length of the reservation.*
- *at least one person staying in the room must be at least 21 years of age.*



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